

**Access for All Meeting**  
**Thursday, May 10, 2007**  
**9 am-4 pm**  
**Idaho Commission for Libraries**  
**River room (Lower Level Conference Room)**

**Meeting purpose:** To plan ways to improve access to library services for Idaho's underserved adult citizens

**Desired outcomes:** By the end of the meeting, participants will:

1. Understand the project goals and participant expectations
2. Develop a list of potential audiences and barriers to serving them
3. Share current programs and services
4. Develop a list of desired programs, services, and resources
5. Identify next steps in meeting project goals
6. Be familiar with using virtual meeting software

**Meeting leader:** Sue Walker

**Facilitator:** Peggy McClendon

**Recorder:** Shirley Hansen

**Agenda**

Meeting set-up: Meeting purpose, desired outcomes, ground rules, agenda review, decision making <i>Icebreaker</i>	Peggy	<ul style="list-style-type: none"><li>• Present</li><li>• Clarify</li></ul>	30 min.
Plan purpose, expectations, and support	Sue/all	<ul style="list-style-type: none"><li>• Present</li><li>• Clarify</li></ul>	30 min.
Audience/barrier exercise	All	<ul style="list-style-type: none"><li>• Brainstorm</li><li>• Combine/eliminate</li></ul>	30 min.
Break			15 min.
Current programs, services, resources	All	<ul style="list-style-type: none"><li>• Share</li><li>• Clarify</li></ul>	90 min.
Working Lunch: Identify audiences, self select groups	All		30 min.
Potential programs, services, resources	All	<ul style="list-style-type: none"><li>• Brainstorm</li></ul>	20 min.
Getting started <i>Small group work</i>	All	Develop action plan that includes: <ol style="list-style-type: none"><li>1. Programs, services, or resources to overcome the barrier</li></ol>	30 min.

		2. Possible partners 3. Needed resources (in addition to money) 4. Timeline	
Sharing action plans	All	<ul style="list-style-type: none"> <li>• Present</li> <li>• Clarify</li> </ul>	30 min.
Next steps: Individual Group	All	<ul style="list-style-type: none"> <li>• List</li> <li>• Agree</li> </ul>	30 min
Next meeting date	All	<ul style="list-style-type: none"> <li>• List/agree</li> </ul>	10 min.
Break	All		15 min.
Virtual meeting software demo	All	<ul style="list-style-type: none"> <li>• Computer work</li> </ul>	55 min.
Meeting review	All	<ul style="list-style-type: none"> <li>• Plus/delta</li> </ul>	5 min.

**Present:** Stephanie Adamson, Janet Rae Allen, Sherrilynn Bair, Charlie Bolles, Marcia Courtney, Linda Dahl, Susie Freeman, Anne Kantola, John Hartung, Terri King, Erin McCusker, Twylla Rehder, Sue Walker, Laurel White, Dawn Wittman, Shirley Hansen (Recorder), Peggy McClendon (facilitator)

## UNDERSERVED AUDIENCES /BARRIERS KEEPING THEM FROM THE LIBRARY

<u>Audience</u>	<u>Barriers</u>
Snowbirds/mobile Sunbirds (1 dot)	<ul style="list-style-type: none"><li>• Lack of information regarding library services</li><li>• Physical access</li><li>• Understanding the library</li><li>• Communication</li><li>• Library Policies</li></ul>
Deaf/Physically Disabled (7 dots)	<ul style="list-style-type: none"><li>• Transportation</li><li>• Understanding libraries</li><li>• Language (SL)</li><li>• Disability</li><li>• Appropriate format</li><li>• Access to assistive technology</li><li>• ADA issues with library building</li><li>• Staff attitude (Library)</li></ul>
Incarcerated (Different levels) (0 dots)	<ul style="list-style-type: none"><li>• Getting service to them</li><li>• Institutional opposition</li><li>• Isolation</li><li>• Reading ability</li><li>• Library policies</li><li>• Appropriate format</li></ul>
Rural (9 dots)	<ul style="list-style-type: none"><li>• Transportation</li><li>• Isolation</li><li>• Distance</li><li>• Library hours</li><li>• Technology Infrastructure</li><li>• Library policies</li><li>• Non-resident fees</li><li>• Apathy</li></ul>
Other non-English speaking adults (3 dots)	<ul style="list-style-type: none"><li>• See non-English Hispanic</li></ul>
Single Parents (see also barriers for low income adults and YA) (2 dots)	<ul style="list-style-type: none"><li>• Lack of support network</li><li>• Time/energy</li><li>• Misperceptions</li><li>• Too busy</li><li>• Child care</li><li>• Appropriate collection</li><li>• Transportation</li><li>• Lack of parenting skills</li></ul>

**Audience (continued)**

Active Seniors 55+  
**(3 dots)**

Adults 30-54  
**(0 dots)**

Homeless  
**(2 dots)**

Institutionalized  
(see also retirement/nursing  
homes)  
**(0 dots)**

Low income adults  
**(7 dots)**

**Barriers (continued)**

- Lack of info at the library
- Overwhelmed by active children/YA in library
- Programs of interest
- Technology
- Lack of enthusiasm
- Communication
- Too busy
- Independence
- Too busy
- Buy own books
- Busy with families
- Hours
- Unaware of services
- Lack of services
- Appropriate formats
- Tech savvy
- Non-tech savvy
- Library staff attitude
- Library policies
- Communication
- Other library customer's attitudes
- Embarrassment
- Reading ability
- Trust
- Social skills
- Motivation for using library
- Institution support
- Reading ability
- Appropriate format
- Communication
- Getting to the library
- Not used to using the library
- Hours open
- Concerned about cost
- Lack of knowledge
- Need life skills
- Don't want to be a bother
- Not tech-savvy
- Isolation
- Trust/Fear/Overwhelmed

**Audience (continued)**

YA – 18 –30  
Digital focused  
**(4 dots)**

Retirement Centers  
**(10 dots)**

Nursing homes  
**(10 dots)**

Hispanic English speaking  
**(0 dots)**

Hispanic non-English speaking  
**(11 dots)**

**Barriers (continued)**

- Use technology instead of using the library
- Lack of understanding the library
- Misperception of library – not cool
- Appropriate format
- Busy
- Need wireless
- Library policies
- Library hours

- Transportation
- Mobility
- Enthusiasm (motivation)
- Center staffing changes/support
- Understanding libraries
- Caregiver limitations

- Transportation
- Mobility
- Generating enthusiasm (motivation)
- Center staffing changes/support
- Understanding libraries
- Caregiver limitations

- Appropriate language
- Cultural differences
- Women don't drive
- Transportation
- Don't understand the library is free
- Lack of knowledge
- Don't want to be a bother
- Trust/Fear
- Prejudices – fear of

- Appropriate communication
- Cultural differences
- Women don't drive
- Transportation
- Don't understand the library is free
- Lack of knowledge
- A bother
- Trust/Fear
- Prejudices – fear of

<u><b>Audience (continued)</b></u>	<u><b>Barriers (continued)</b></u>
Developmentally challenged (0 dots)	<ul style="list-style-type: none"> <li>• Transportation</li> <li>• Mobility</li> <li>• Center staffing changes/support</li> <li>• Caregiver limitations</li> <li>• Staff attitudes</li> </ul>
Homebound (13 dots)	<ul style="list-style-type: none"> <li>• Transportation</li> <li>• Mobility</li> <li>• Enthusiasm (motivation)</li> <li>• Don't want to be a bother</li> <li>• Caregiver limitations</li> <li>• Communication</li> <li>• Lack a contact person</li> <li>• Isolation</li> </ul>

### **CURRENT PROGRAMS, SERVICES, RESOURCES**

#### Aberdeen District

- Large print book
- Audio cassettes (cassettes/CDs)
- LOBE library
- Building Spanish collection (Adult, Juv, Children)
- Senior Center deliver to home bound via Meals on Wheels
- Beginning computer classes (seniors, Hispanics, adults)
- Circuit Audio books and story kits (Rotate among several libraries)

#### Boise Public

- Brochure promotion of homebound service
- Interlibrary loans
- TBS demo/replacement machines
- Large Print books
- Books on tape – CDs, Videos
- All coll. circulated to homebound (25 facilities and 300+ individuals)
- Volunteers deliver materials
- LOBE library
- Bookmobile 8 stops/wk; 7,000/8,000/mo
- Open two storefront branches
- Home visits – personalized selection (1.5 staff)
- Reader's Advisory Services
- Horizon module tracks what Homebound reads
- Bags for delivery
- Senior Share Program explaining community senior services
- No limit on materials, no fines for homebound

#### Boundary County

- Large Print Books
- Audio – Tapes/CDs
- DVDs/VHS tapes
- Large paperback collection
- Spanish collection (Non fiction small)
- Magazine collection
- TBS books/machines
- Presenters and resources (area)
- Speakers and library services
- Adult summer reading
- Local health fair attendance
- One on one computer help
- Connect with area agency for aging
- Horizons Project – networking resources for seniors
- ILL for homebound
- Every two weeks visit local homes – conversations about books

#### Kootenai Shoshone Area Libraries

- Created Outreach Department to consolidate efforts, build resources, and help bring development
- Bookmobile
- Lobby stop services
- Summer programming
- Bookmobile working with the Department of Parks and Recreation
- Low income outreach at local food banks
- LSTA Grants for Senior programs
- Similar collections to others
- Puppet shows to libraries outside of district – building relations
- Universal borrowing – soon
- From Your Library book program

#### Lewiston City

- WIN member -universal borrowing
- Partner with Coalition for Families
- Attend County and Health fairs
- Bilingual staff person
- Spanish collection
- Box of books to Corrections Center
- Large Print Books
- Audio CDs – DVD – VHS (i.e. travel/trains)
- Net Library
- Tubs o'books (themes for use in programs)

- Working with family/friends of homebound
- Explore working with Meals on Wheels
- Try to address barriers
- Work with local Assisted Living centers, which use library materials

#### McCall Public

- Newborn bags for parents
- Large Print collection
- Audio – cassettes, CDs
- VHS, DVDs
- Video/audio donated
- Honor book collection- paperback open to anyone to use
- Magazines – audio/video circuit. Trade at monthly meetings
- Parenting books (donated)
- 6-8 programs w/ Friends of the Library (very popular) – travelogues, discussion groups
- 2 Spanish – speaking staff
- ESL/ Spanish classes (w/childcare available)
- Books/videos to Hospitals/rest homes
- 6 internet access computers – ideal for travel communication.
- Volunteer programs – health – etc.
- Digital camera use to update website
- Brochures/signs – Bilingual
- LTAI - programs – popular
- Friends of Library activities

#### Mountain Home Public

- Outreach – Senior story time
- Section for seniors in library
- Assistive tech/audio/video
- Plan to provide internet training
- Partner with Parks and Recreation to have a Big Band night to bring seniors in
- Hispanic outreach – bilingual staff
- Spanish collection is developing
- Story time w/ Parks and Recreation
- Order most popular books for seniors
- Use Talking Book Service for outreach to nursing homes

#### Snake River School/Community

- Serve school/community pop.
- Evening programs (4/year / LTAI)
- 13 public access computers



- Net library – Snowbirds and others love downloadable services (not comp w/ IPOD)
- Would like expanded services such as “overdrive”
- Parenting classes
- Online hold/renewal
- Meeting rooms
- Proctor test for online learners
- Free online/wireless service
- Book clubs
- Website: devoted to net library resources
- Computers used by Hispanics in evenings
- 8-8 Monday – Thursday / 8-6 Friday and Saturday
- 13 MP3 players (print impaired use it)
- Play Aways
- Informally serve Homebound via family/friends

#### Talking Book Service

- NLS provides books/players
- ICFL provides storage and staff
- Patrons need to qualify – librarians can sign – Dr. signature only needed for organic dysfunction
- Newslines( partner w/ Commission for the Blind)
- LTAI – recorded on cassettes – also for book clubs (can help promote to users in your area)
- Site visits
- Brochures – English/Spanish
- Posters/stand up posters
- New display 80” X 24”
- Descriptive videos (250)

### **Action Plans**

#### **Retirement/Nursing homes: Programs/services**

- Senior programming
- Social networking
- Onsite services
- Reader’s Advisory
- Promote library use and/or take service to them
- Reliable transportation to library
- Library hour, materials, programs and reader’s advisory
- Library staff assigned to make connection, i.e. tours
- Onsite depository for materials (at Nursing homes)
- Local Newspaper involvement

## Retirement/Nursing homes (continued)

### Programs require:

- Dedicated staff
- Cooperation and support from facility represented on calendar/publicity must be true partnership
- Develop a service agreement
  - Our responsibilities
  - Their responsibilities
- Relationship building, connection with activity director
- Enrichment/experience
- Improves/encourages independence
- Respect their privacy
- Right to choose
- Services – same level of service they would receive at the library

### Resources

- Vehicle and associated costs
- Staff/staging area/workspace
- Collection development \$\$ targeted for this service
- Programming equipment – PC/projector reliable electronic access

### Programs

- LTAI
- Book club discussions
- Flexible story discussions
- Blogging/social networking technology
- Should be interactive and of interest to that specific group – by facility
- Bifocal kits
- MP3 players

## Timeline

### Step One:

- Make plan
- Create sample service agreement
- Library commitment to staff and resources
- Build resources

### Step Two:

- Identify potential partners
- Evaluate
- Criteria

### Step Three:

- Develop relationships

### Step Four:

- Deliver service
- Start programming

### Step Five:

- Reevaluate service agreement
- How to improve/strengthen
- Dissolve if not working

### **Hispanic – Non-English: Programs, services**

- Spanish speaking (bilingual) staff
- ESL classes
- Instant translation of information
- Collection of Spanish materials
- Outreach (know how) i.e. training, contacts
- Staff cultural training
- Translation of signage, publicity materials, etc.
- Audiovisual materials
- Programs of interest
- Identify partners within Hispanic community, i.e. organizations
- Funding for materials

#### **Partners:**

- Idaho Migrant Council
- Catholic Church
  1. Women's groups
  2. Church community
- Bilingual children
- Bus/transportation companies
- School district – ESL programs, Spanish club
- Businesses – Mexican restaurants, bakeries, grocery etc.

#### **Resources:**

- Dedicated bilingual staff person
- Dedicated outreach person
  1. connected to Hispanic community
- Promotional materials – flyers, ads, etc.
- Help with Spanish language collection development
- Reallocation of funding or additional funding to support new programs
- County and city government

#### **Timeline:**

##### **Week one:**

- No money
- Contact newspaper and radio

##### **Week two:**

- Contact Catholic Church

##### **Week three:**

- Contact Idaho Migrant Council

##### **Week four:**

- Contact bus companies – businesses

#### **Monthly:**

- Keep current contacts and make new ones
- Establishing need with the Board
- Developing programs

Programs:

- ESL – implement a strong program with child care available
- Spanish language materials, resources and ESL resources
- Program for mothers – reading club with child care provided
- Work with local bus company/local delivery company (Mexican bakery) to transport people (bus) and/or materials
- Bus passes for free transportation to library
- Ads in Spanish language newspapers/radio
- Ad with space to fill in requests to return to library

**Homebound Programs and Services**

- Free shipping from and to library
- Diverse audience and formats
- Staff
- Vehicle
- Partnerships, i.e. Meals on Wheels/Home Healthcare Pro./Hospitals
- Volunteers
- Promotional materials
- Partner with RSVP seniors
- Social networking programs i.e. discussions, blogs
- Identify contact person

Action Plan:

1. Identify homebound
  - a. Contact and provide information to social services
  - b. Contact churches
  - c. Partner with Senior Services Center
  - d. Advertise – newspaper, website, etc. in house
  - e. Contact hospitals for temporarily homebound
2. Programs/Services
  - a. Provide customized menu selection for developing reader's advisory: format, subject, author, language, etc. preferred by user
  - b. Notification of library programs
    1. Bookmarks, letters, email, website
  - c. Delivery of materials
  - d. Volunteer opportunity (for homebound and others)

3. Possible partners
  - a. volunteers
  - b. Public Transportation
  - c. Meals on wheels
  - d. Civic clubs (Kiwanis, Rotary, youth clubs)
  - e. Hospitals
  - f. Schools
  - g. Child birth educators
  - h. Care giver of the homebound person
  - i. Parents as teachers, mops (mothers of preschoolers)
  - j. Businesses – medical supply stores
4. Needed resources
  - a. staff coordinator
  - b. promotional literature in a variety of formats
  - c. Library policy – more lenient/generous
  - d. Develop partners
  - e. Make available a variety of material formats
5. Timelines
  - a. identify staff coordinator
  - b. define those who are homebound

### Next Steps

Who	What	When
Sue	Communicating -email -virtual meeting -project blogs	Includes meeting record/contacts by May 25.
Charlie/Twyla	Training for Librarians to work with the elderly, language groups (targeted training) {topic, schedule, who}	Report by October 25.
Sue/Peggy	LSTA Grant priorities (allocation by ICFL) for a new five – year plan	Report by October 25
Charlie	Training related to outreach project development/grant writing	By October 25
All	Identify individual outreach projects	By October 25
All	Identify projects to partner with other libraries	By October 25
Sue	Share today's information with other libraries Next meeting: October 25 @ ICFL Report on progress, identified projects	
Sue	ICFL website page for outreach information "Access for all"	
Sue	Email addresses of advisory group members	
Sue	List group members on ICFL website	
??bin	ILA presentation 2008	

### Meeting Review

#### Plus

Nice place  
Organization of meeting  
Free parking  
Recorder did a good job  
Earphones  
Keeping on time  
Good facilitator

#### Delta

Easels that stand up